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ABSTRACT

This teacher's guide is designed to accompany the Competency Based Cashier-Checker Curriculum student materials--see note. Contents include a listing of reference materials, tool and equipment lists, copy of the table of contents for student competency sheets, teacher's suggestions, and answer keys for information sheets and exercises. Approximately one-half of the guide is comprised of transparency masters, which are provided for use at the teacher's discretion. (YLB)

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TEACHER'S GUIDE

FOOD MARKETING:

CASHIER-CHECKER

COMPETENCY BASED CURRICULUM

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CE 028 964

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June 1980

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PREFACE

It is with great pleasure that we bring you another West Virginia competency based education (CBE) curriculum. This Food Marketing: Cashier-Checker curriculum was developed under contract for West Virginia. The effort was coordinated by staff of the Bureau of Vocational, Technical and Adult Education.

The Bureau began advocating CBE curricula in 1974. Since that time West Virginia has produced over 40 CBE curricula in various occupational areas. We also have a number of CBE curricula currently in the process of being developed and/or fieldtested.

This curriculum was inserviced and disseminated to West Virginia DE and DCT teachers at regional meetings during the spring of 1981. Additional copies of this curriculum are available from the:

Vocational Curriculum Laboratory
Cedar Lakes Conference Center
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Telephone: 372-8673, or in-state
toll free 1-800-642-2670

I trust this material will be of assistance in your program. Any suggestions you may have for improving this curriculum may be sent to the Vocational Curriculum Lab. Through this feedback we plan to continually update and revise our materials.

VOCATIONAL, TECHNICAL AND ADULT EDUCATION

Clarence E. Burdette

Clarence E. Burdette
Assistant State Superintendent of Schools

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ACKNOWLEDGEMENT

The development of the Cashier-Checker Competency Based Curriculum was possible due to the support and direction of Dr. Ed Davis and Dr. Fred Harrington, Bureau of Vocational, Technical and Adult Education. The validation of the competencies was completed with this assistance of Distributive and Cooperative Education instructors throughout West Virginia. Their time and cooperation was appreciated.

Okla Anderson, Garnet Adult Education Center, Charleston, West Virginia and Barbara Brandimarte, United Career Center, Clarksburg, West Virginia provided the expertise and much of their time during the last eight months. Their willingness, interest and assistance was invaluable.

Bob Lykens and the staff of United Career Center were very helpful throughout the course of the project. A special thanks to Ernestine Fulton for keeping all my accounts straight and Izetta Succurro for her help from the Business and Office Department.

A very special thanks to Lee Ann Shepherd, for her time and patience as the secretary of this project.

Thank you,

Larry Froehlich
Program Director

INTRODUCTION

The Teacher's Guide is designed to accompany the West Virginia Competency Based Cashier-Checker Curriculum. This guide will assist the instructor's in the use of the curriculum.

This curriculum was developed during the 1979-80 school year. The competencies which have been included were based on the V-TECS Cashier-Checker catalog with additions from the development team. These were then validated by West Virginia D.E. and D.C.T instructors and cashier-checkers presently on the job. The validation survey identified the competencies that are necessary for entry level employment.

The student competency sheets include the corresponding IDECC number for your convenience. In some instances the competency was more specific than could be identified in the IDECC system. We did the best we could.

This Teacher's Guide includes a table of contents, references, tool and equipment list, teacher's suggestions, and answer keys.

TEACHER'S GUIDE

LISTING OF REFERENCE MATERIAL

Basic Essentials of Mathematics, Part One, Revised. Shea, James T. Austin, Texas: Steck-Vaugtin Company. 1975.

Cashier-Checker, 2nd Edition. Doehrina, M. Gene, Judith Paul and Kenneth Mills. Cincinnati, Ohio: South-Western Publishing Company. 1977.

Clerical Office Procedures - Fifth Edition. Meehan, J.R., W.R. Pasewark, M.E. Oliverio. Cincinnati, Ohio: South-Western Publishing Company. 1973.

Discovering Yourself. Science Research Associates, Inc., Chicago, Illinois.

Ethics for Everyday Living. Guidance Services Booklets, Science Research Associates. Chicago, Ill.

Exploring Wholesaling and Retailing Gardens. Eggland, Steven A. Cincinnati, Ohio: South-Western Publishing Company. 1976.

General Business for Economic Understanding, 11th Edition. Debrum, S. Joseph, Peter G. Haines, Dean R. Malsbary, Ann Scott Daugherty. South-Western Publishing Company. 1976.

General Merchandise Repairing. Vorndran, Barbara, Carolyn Litchfield and Richard Lynch. New York: McGraw-Hill Book Company, Gregg Division. 1979.

General Office Practice, 3rd Edition. Archer, Fred C., Raymond F. Brecker, John C. Frakes, John C. Stewart and Jeffrey Rig. New York: McGraw Hill Book Company. 1968.

Grocery Checking to Pay. Wages, Charles H. Charles H. Wages and Associates, Santa Fe Springs, Ca. 1976.

Math for Business Careers - Fourth Edition. Huffman, H., R.M. Twiss, H.H. Williams. New York, New York: McGraw-Hill Book Co. 1975.

Merchandising Display, 4th Edition. Hatchett, Melvin. A Distributive Education Manual. Instructional Materials Services, Division of Extension, The University of Texas at Austin, Austin, Texas. 1972.

N.I.O.S.H. Health and Safety Guides. United States Department of Labor, Bureau of Statistics, Cincinnati, Ohio.

Occupational Outlook Handbook. United States Department of Labor, Bureau of Statistics, Washington, D.C.

Personality Development for Business, 4th Edition. Russon, Allien R. South-Western Publishing Co. 1973.

Reducing Shoplifting Losses. State Business Administration, Small Marketers Aids No. 129, Washington. D.C. 1978.

Repair Merchandising, 8th Edition. Wingate, John and Marland Samson. Cincinnati, Ohio: South-Western Publishing Company. 1977.

Retail Selling, 2nd Edition. Brodle, Yvonne G. and Joseph A. Corey. New York: McGraw-Hill Publishing Company. 1977.

Salesmanship Fundamentals, 4th Edition. Ernst, John and Richard Ashmun. New York: McGraw-Hill Publishing Company. 1973.

Succeeding in the World of Work. Kimbrell, Grady and Ben S. Vineyard. McKnight Publishing Co., Bloomington, Ill. 1975.

Supermarket Scanning and You. National Cash Register Corporation, Dayton, Ohio.

The Receiving, Checking, Marking, Stocking Clerk, 2nd Edition. Moffett, Carol and O. Rebecca Hawkins. McGraw-Hill Book Company, Gregg Division, New York. 1980.

World of Work. Kimbrell, Grady and Ben S. Vineyard. McKnight Publishing Co., Bloomington, Ill. 1976.

Your Attitude is Showing. Chapman, Elwood N. Science Research Associates, Inc., Chicago, Ill. The University of Texas Division of Extension, Distributive Education Department.

AUDIO-VISUALS

Films:

"Cheating." Young American Films.

"Developing Your Character." Coronet Instructional Films, 65 South Water Street, Chicago, Ill.

"How Honest Are You?" Coronet Instructional Films, 65 East South Water Street, Chicago, Ill.

"The Shoplifter" -----
"The Silent Crime" -----
"They're Out to Get You" -----
"Caught" -----
"The Invisible Shopper" -----

These films are available through the National Council of Retail Merchants, The Small Business Administration and many Police and Sheriff offices.

Filmstrip, Cassette:

"Addition and Subtraction" ----- Mast Learning System,
"Multiplication and Division" ----- Davenport, Iowa.
"Decimals" -----

"Using Basic Math Skills." Nystrom, Division of Carnation, Chicago, Ill.

"Education and Training." Singer Education Division, Society for Visual Education, 1345 Diversey Parkway, Chicago, Ill.

"Cashier Series." McGraw-Hill Book Company, Greg and Community College Division, New York. 1975.

TOOL AND EQUIPMENT LIST

This is the tool and equipment list as it was validated in our survey. It identifies the item and the percentage of respondents that use the item, in class or on the job.

Item	% of the respondents that use this item.
Cash Register	100
Tape Dispensor	83
Price Marker-label gun	78
Broom	75
Calculator	73
Display Shelves	73
Bags	73
Display Racks	70
Carton Opener	70
Adding Machine	70
Scissors	68
Telephone	63
Grocery Basket	53
Filing Cabinet	50
Scales	50
Price Marker--Band Stamp	50

TEACHER'S GUIDE

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3. Perform housekeeping duties for check-out area	
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Instructor's Guide

I-1-1

Answer Key

1. 2359
2. 839
3. 1211
4. 1422
5. 691
6. 2232
7. 2161
8. 2325
9. 1297
10. 1761
11. 2504
12. 2135
13. 2067
14. 2073
15. 2593

TG

INFORMATION SHEET I-2-1

Answer Key

1. 246
2. 659
3. 125
4. 326
5. 107
6. $4.12
7. $2.29
8. $1.30
9. $1.09
10. $2.37
11. $5.18
12. $15.76
13. $33.63
14. $32.32
15. $12.16

Instructor's Guide

I-3-1

Answer Key

1. 4900
2. 3511
3. 4590
4. 4455
5. 3171
6. 18,117
7. 31,000
8. $69.8760 or $69.88
9. $307.9359 or $307.94
10. $22.8429 or $22.84
11. $765.70
12. $130.6368 or $130.64
13. $86.00
14. $27.4155 or $21.42
15. $12,261.108 or $12,261.11

Instructor's Guide

I-4-1

Answer Key

1. 48.8947
2. 35.5769
3. 99.7708
4. 114.4166
5. 41.6721
6. 23.2145
7. 51.1184
8. 1205
9. 45
10. 4.3084
11. 969,0555
12. 2910.1034
13. 122.5714
14. 4319.3870
15. 53

Instructor's Guide

I-5-1

Answer Key

1. 9/25
2. 3 1/5
3. 6 1/20
4. 6/25
5. 13/25
6. 4 3/4
7. 4 3/80
8. 8 1/40
9. 4/125
10. 3 1/250
11. 3 1/25
12. 9 7/8
13. 7 1/200
14. 3/8
15. 1/4

Instructor's Guide

I-6-1

Answer Key

1. .2
2. .5
3. .2666
4. .02
5. .1333
6. .32
7. .075
8. .24
9. .3333
10. .25
11. .4545
12. .16
13. .6666
14. .2187
15. 2.0666

Instructor's Guide

I-7-1

Answer Key

1. 40%
2. 43.75%
3. 45.45%
4. 66.66%
5. 14.06%
6. 78.12%
7. 75%
8. .45%
9. 165%
10. 430%
11. 36%
12. 108%
13. .75%
14. .05%
15. 350%

Instructor's Guide

V-3-2

A. Shopping Cart

B. Check Stand

C. Box Cutter

D. Shelves

E. Stick Stampers

F. Band Stamper

G. Scales

H. Cash Register

I. Broom

J. Telephone

K. Calculator

L. Pricing Machine

Instructor's Guide

VI-1-2 & 3

Obtain procedures or operators manual for the cash register in your classroom. This can be obtained from the distributor of the cash register. You will find important and useful information in the manuals. This information can be utilized for several competencies.

Almost all cash registers include a diagram on the inside of the cabinet door showing how to insert detail and receipt tapes.

There are many different forms used with cash register operations. The management can have their cash registers programmed to require a form for particular entries. When this is the case certain entries cannot be made without the form. Example: voids, merchandise refunds, loans, pick-ups, etc.

Cash register companies sometimes sell these forms. Others develop them to meet the requirements of the purchaser, so just about all forms are different.

INFORMATION SHEET VIII-3-5

Answer Key

Taxable vs. Non-Taxable Identification Exercise

Starting July 1, 1981 some items in West Virginia will have sales tax applied to them, and some will not. According to Information Sheet VIII-3-2, check the appropriate column as to whether the listed item is taxable or not.

	Item	Yes	No		Item	Yes	No
1.	Kool Aid		X	14.	Cut Flowers	X	
2.	Hershey Candy Bar		X	15.	Rubbing Alcohol	X	
3.	Frozen Orange Juice		X	16.	Pineapple Drink		X
4.	Graham Crackers		X	17.	Hartz Seed Tree	X	
5.	Baking Soda		X	18.	Luncheon Meats		X
6.	Unflavored Gelatin		X	19.	Potato Chips		X
7.	Popsicles		X	20.	Chopped Olives		X
8.	Alpo Lamb Chunks	X		21.	Beer	X	
9.	Welch's Grape Juice		X	22.	Dentyne Gum		X
10.	Coca Cola		X	23.	Lasagne Noodles		X
11.	Post Alpha Bits		X	24.	Scott Hankie Pack	X	
12.	Toilet Tissue	X		25.	Bicarbonate of Soda	X	
13.	Birthday Candles	X		26.	Mogen David Wine	X	

INFORMATION SHEET VIII-3-5 (continued)

		YES	NO
27.	Breakfast Squares		X
28.	Barbecue Chicken-Hot	X	
29.	Food Coloring		X
30.	Pam		X
31.	Vitamins	X	
32.	Spearmint Certs		X
33.	Cigarettes	X	
34.	Certo		X
35.	T.V. Guide	X	
36.	Wesson Oil		X
37.	Oxydol	X	
38.	DelMonte Canned Corn		X
39.	Cool Whip Topping		X
40.	Rum Flavoring		X
41.	Chocolate Dainties		X
42.	Oscar Mayer Bacon		X
43.	Ice Cream		X
44.	Party Ice Cubes	X	
45.	Fleischmann's Yeast		X
46.	Monthly Magazine	X	
47.	Sour Cream		X
48.	Brandied Mincemeat		X
49.	Lipton's Tea Mix		X
50.	Fiddle Faddle Popcorn		X

INFORMATION SHEET VIII-3-6

Food Stampable vs. Non-Food Stampable Identification Exercise

Identify the following merchandise as being eligible for food stamp payment by placing a check mark under the food stampable (FS) column or under the non-food stampable (NFS) column for ineligible food stamp items.

Item	FS	NFS	Item	FS	NFS
1. Kool Aid	X		14. Cut Flowers		X
2. Hershey Candy Bar	X		15. Rubbing Alcohol		X
3. Frozen Orange Juice	X		16. Pineapple Drink	X	
4. Graham Crackers	X		17. Hartz Seed Tree		X
5. Baking Soda	X		18. Luncheon Meats	X	
6. Unflavored Gelatin	X		19. Potato Chips	X	
7. Popsicles	X		20. Chopped Olives	X	
8. Alpo Lamb Chunks		X	21. Beer		X
9. Welch's Grape Juice	X		22. Dentyne Gum	X	
10. Coca Cola	X		23. Lasagne Noodles	X	
11. Post Alpha Bits	X		24. Scott Hankie Pack		X
12. Toilet Tissue		X	25. Bicarbonate of Soda		X
13. Birthday Candles		X	26. Mogen David Wine		X

INFORMATION SHEET VIII-3-6 (continued)

		FS	NFS
27.	Breakfast Squares	X	
28.	Barbecue Chicken (Hot)		X
29.	Food Coloring	X	
30.	Pam	X	
31.	Vitamins		X
32.	Spearmint Certs	X	
33.	Cigarettes		X
34.	Certo	X	
35.	T.V. Guide		X
36.	Wesson Oil	X	
37.	Oxydol		X
38.	DelMonte Canned Corn	X	
39.	Cool Whip Topping	X	
40.	Rum Flavoring	X	
41.	Chocolate Dainties	X	
42.	Oscar Mayer Bacon	X	
43.	Ice Cream	X	
44.	Party Ice Cubes	X	
45.	Fleischmann's Yeast	X	
46.	Monthly Magazine		X
47.	Sour Cream	X	
48.	Brandied Mincemeat	X	
49.	Lipton's Tea Mix	X	
50.	Fiddle Faddle Popcorn	X	

INFORMATION SHEET VIII-3-7

Answer Key

Sales Tax Exercise

In the spaces provided, write the correct amount of sales tax for each of the following sales amounts according to tax breaks listed in Information Sheet VIII-3-4:

	Purchase	Tax 1%	Tax 2%	Tax 3%
1.	$1.09	$.02	$.03	$.04
2.	.54	$.01	$.02	$.02
3.	.80	$.01	$.02	$.02
4.	.91	$.01	$.02	$.03
5.	.37	$.01	$.01	$.01
6.	.05	$.00	$.00	$.00
7.	4.44	$.05	$.09	$.14
8.	1.18	$.02	$.03	$.04
9.	.27	$.01	$.01	$.01
10.	.17	$.00	$.00	$.00
11.	5.88	$.06	$.12	$.18
12.	.77	$.01	$.02	$.03
13.	1.12	$.02	$.03	$.04
14.	6.83	$.07	$.14	$.21
15.	.98	$.01	$.02	$.03
16.	$18.45	$.19	$.37	$.56
17.	5.81	$.06	$.12	$.18
18.	1.38	$.02	$.03	$.05
19.	.10	$.00	$.00	$.00
20.	13.94	$.14	$.28	$.42
21.	.60	$.01	$.02	$.03
22.	1.99	$.02	$.04	$.06
23.	.95	$.01	$.02	$.03
24.	18.44	$.19	$.37	$.56
25.	15.03	$.16	$.31	$.46
26.	.33	$.01	$.01	$.01
27.	14.10	$.15	$.29	$.43
28.	.49	$.01	$.01	$.02
29.	16.88	$.17	$.34	$.51
30.	1.00	$.01	$.02	$.03

INFORMATION SHEET VIII-3-7 (continued)

		1%	2%	3%			1%	2%	3%
31.	.35	$.01	$.01	$.01	46.	2.13	$.03	$ .05	$. 07
32.	10.13	$.11	$.21	$.31	47.	4.37	$.05	$ .09	$ .14
33.	.43	$.01	$.01	$.02	48.	18.34	$.19	$ .37	$ .55
34.	1.19	$.02	$.03	$.04	49.	.89	$.01	$ .02	$ .03
35.	.29	$.01	$.01	$.01	50.	17.62	$.18	$ .36	$ .53
36.	9.15	$.10	$.19	$.28	51.	2.64	$.03	$ .06	$ .08
37.	11.27	$.12	$.23	$.34	52.	20.38	$.21	$ .41	$ .62
38.	.45	$.01	$.01	$.02	53.	8.41	$.09	$ .17	$ .26
39.	1.72	$.02	$.04	$.06	54.	44.66	$.45	$ .90	$1.34
40.	2.12	$.03	$.05	$.07	55.	23.94	$.24	$ .48	$ .72
41.	12.95	$.13	$.26	$.39	56.	.71	$.01	$ .02	$ .02
42.	.51	$.01	$.02	$.02	57.	5.00	$.05	$ .10	$ .15
43.	2.87	$.03	$.06	$.09	58.	78.29	$.79	$1.57	$2.35
44.	.11	$.00	$.00	$.01	59.	64.12	$.65	$1.29	$1.93
45.	.75	$.01	$.02	$.03	60.	.25	$.00	$ .00	$ .01

Instructor's Guide

VIII-3-8

Answer Key

Department Identification Exercise

In the space provided, write the correct department for the following items as they were defined in Information Sheet VIII-3-1.

	ITEM	DEPARTMENT
1.	Baking Soda	Grocery
2.	Coffee	Grocery
3.	Eggs	Dairy
4.	Canned Fruits	Grocery
5.	Sugar	Grocery
6.	Fresh Meat	Meat
7.	Beer	Taxable Grocery (miscellaneous)
8.	Packaged Candy	Grocery
9.	Grass Seed	Produce (taxable)
10.	Bulk Nuts	Produce or Grocery
11.	Monthly Magazines	Taxable Grocery (Misc.)
12.	Bicarbonate of Soda	Health and Beauty Aids
13.	Pet Foods	Taxable Grocery (Misc.)
14.	Party Dips	Dairy
15.	Soap	Taxable Grocery (Misc.)
16.	Fresh Fish	Meat
17.	Canned Ham	Meat or Deli
18.	Lunch Meat	Deli or Meat
19.	Cut Flowers	Produce
20.	Ice Cream	Dairy or Frozen Foods
21.	Cheese	Dairy or Deli or Meat
22.	Vegetable Seeds	Produce (taxable)
23.	Cigarettes	Taxable Grocery (Misc.)
24.	Spices	Grocery
25.	Canned Vegetables	Grocery
26.	Ice (crushed)	Taxable Grocery
27.	Fresh Vegetables	Produce
28.	Canned Biscuits	Dairy
29.	Carbonated Drinks	Grocery
30.	Bulk Candy	Produce or Grocery
31.	Fresh Donuts	Bakery
32.	Laxatives	Health and Beauty Aids
33.	Barbecued Chicken (hot)	Deli--Non-Food Stampable
34.	Liquor	Taxable Grocery (Misc.)
35.	Deodorants	Health and Beauty Aids
36.	Cottage Cheese	Dairy
37.	Toothpaste	Health and Beauty Aids

INFORMATION SHEET VIII-3-8 (continued)

38.	Wine	Bev/Wine or Taxable Grocery
39.	Butter	Dairy
40.	T V Dinners	Frozen Foods or Meats
41.	Fresh Cakes	Bakery
42.	Furniture Polish	Taxable Grocery (Misc.)
43.	Toothpicks	Taxable Grocery (Misc.)
44.	Underwear	Family Center or Taxable Grocery
45.	Cough Drops	Health and Beauty Aids
46.	Margarine	Dairy
47.	Fresh Cookies	Bakery
48.	Greeting Cards	Family Center or Taxable Grocery
49.	Thread	Family Center or Taxable Grocery
50.	Socks	Family Center or Taxable Grocery

INFORMATION SHEET VIII-5-1
Answer Key
Multiple and Split Price Exercise

Do the following exercise in order to check yourself on the correct method of figuring multiple and split prices. After completing the exercise, check your answers with those provided by your instructor.

		Price for 1 item	Price for 2 items	Price for 3 items
1.	5 for $ .79	$.16	$.32	$.48
2.	7 for .98	$.14	$.28	$.42
3.	6 for 1.00	$.17	$.34	$.51 or .52 *
4.	5 for .75	$.15	$.30	$.45
5.	7 for .89	$.13	$.26	$.39
6.	10 for .60	$.06	$.12	$.18
7.	3 for .25	$.09	$.18	$.25
8.	5 for .48	$.10	$.20	$.30
9.	4 for .29	$.08	$.15	$.24
10.	8 for .70	$.09	$.18	$.27
11.	9 for 1.00	$.12	$.24	$.36
12.	4 for .87	$.22	$.44	$.66
13.	5 for 1.29	$.26	$.52	$.78
14.	6 for .99	$.17	$.34	$.51
15.	12 for 1.00	$.09	$.18	$.27 or .25 *
16.	4 for .99	$.25	$.50	$.75
17.	3 for .27	$.09	$.18	$.27
18.	6 for 1.16	$.20	$.40	$.60 or .58 *
19.	12 for 1.24	$.11	$.22	$.33 or .31 *
20.	9 for .98	$.11	$.22	$.33
21.	8 for 1.00	$.13	$.26	$.39

*Depending on store policy.

INFORMATION SHEET VIII-6-2

Answer Key

1. Vendor
2. Store
3. Vendor
4. Store
5. Vendor

EXERCISE SHEET VIII-9-1
Automatic Method
Answer Key

The calculating cash register has computed the amount of change due the customer. You are to indicate the number of each denomination of coins and currency needed to make change. After completing, check your answers with your instructor.

Change Due Customer	$20	$10	$5	$1	$.50	$.25	$.10	$.05	$.01
$ 3.41				3		1	1	1	1
3.17				3			1	1	2
.72					1		2		2
5.03			1						3
21.24	1			1			2		4
7.88			1	2	1	1	1		3
2.45				2		1	2		
10.39		1				1	1		4
.98					1	1	2		3
9.55			1	4	1			1	
18.66		1	1	3	1		1	1	1
4.09				4				1	4
16.84		1	1	1	1	1		1	4
8.06			1	3				1	1
1.99				1	1	1	2		4
14.75		1		4	1	1			
13.53		1		3	1				3
.27						1			2
143.22	7			3			2		2
1.81				1	1	1		1	1
88.48	4		1	3		1	2		3
109.13	5		1	4			1		3
51.55	2	1		1	1			1	
75.19	3	1	1				1	1	4

EXERCISE SHEET VIII-9-2
Conventional Method
Answer Key

The non-calculating cash register was used to compute the amount of the customer's order. You are to compute the amount of change due the customer by using the least number of coins and currency. After completing, check your answers with your instructor.

Amount of Order	Amount Tendered	$.01	$.05	$.10	$.25	$.50	$1	$5	$10	$20
$ 8.13	$ 10.00	2		1	1	1	1			
52.03	70.00	2		2	1	1	2	1	1	
1.17	1.50	3	1		1					
14.02	100.00	3		2	1	1		1		4
49.19	60.00	1	1		1	1			1	
1.81	50.00	4	1	1			3	1		2
28.33	50.50	2	1	1			2			1
10.53	20.03					1	4	1		
21.21	25.01		1		1	1	3			
.44	20.00	1	1			1	4	1	1	
39.26	40.00	4		2		1				
1.83	5.00	2	1	1			3			
41.37	100.00	3		1		1		1	1	2
7.63	10.00	2		1	1		3			
2.20	5.00		1		1	1	2			
23.66	50.00	4	1		1		2	1		1
.88	10.00	2		1			1	1		
11.77	20.02				1		4	1		
.12	1.00	3		1	1	1	3			
5.26	10.01				1	1				
13.49	15.00	1				1	4			
3.07	5.10	3					1			
.58	.75	2	1	1			2			
7.20	10.25		1				3			

IX-1 Operate Balance Scales

Evaluation

1. Checked the scale for proper adjustment.
2. Checked the scale for cleanliness.
3. Read the price list for price per pound.
4. Read the scale correctly and accurately.
5. Selected proper size bag.
6. Marked selling price legibly on bag.
7. Bagged merchandise properly.

Instructor's Guide

IX-1-2

Answer Key

1.	$ .12	22.	$ .98
2.	$ .10	23.	$ .82
3.	$ .16	24.	$ .71
4.	$ .80	25.	$ .90
5.	$1.10	26.	$ .74
6.	$ .62	27.	$ .90
7.	$1.14	28.	$2.31
8.	$ .73	29.	$2.05
9.	$ .58	30.	$1.92
10.	$3.30	31.	$1.78
11.	$2.96	32.	$1.96
12.	$2.19	33.	$2.20
13.	$ .22	34.	$ .21
14.	$ .13	35.	$ .23
15.	$ .15	36.	$ .80
16.	$ .82	37.	$1.14
17.	$ .98	38.	$ .82
18.	$ .60	39.	$ .96
19.	$ .10	40.	$1.68
20.	$ .23	41.	$1.96
21.	$ .15	42.	$2.15

Instructor's Guide
IX-4-2

This lesson can be done in written form or to make it more interesting, have students role-play. Let the students portray the customer as arguemenative or pleasant.

In judging the cashier response, check for the following:

1. Listened courteously to the customers complaint.
2. Did not argue with customers.
3. Did not ignore complaint.
4. Gave the customer a courteous response.
5. Did not admit fault for the store.
6. Refered customer to someone in authority.
7. Maintained a "customer is always right" attitude.

This is another lesson that can be done with role playing and involve several students. Use different situations. Let the students develop some of their own.

Check list for evaluation:

1. Listened courteously to the customer.
2. Did not interrupt.
3. Answered question honestly and courteously or called another employee to help customer.
4. Explained store policy if applicable.

Instructor's Guide
X-4

Evaluation:

Read the following case involving a store robbery. List the general things a cashier-checker should do. You may not use references.

a. A man with some merchandise steps up to your register and demands $500.00. You can see that he is holding a gun inside his coat.

b. What do you do in the above situation if you do not have $500.00 in your register.

INFORMATION SHEET XI-2-3

"Price Marking"

Correct Answers

Questions

1. Loss of money, time, delays, inconvenience, angry customers.
2. Stick stamp, band stamp, label gun, magic marker.
3. Stick stamp.
4. Band stamp.
5. Prices from $.1 to $.99, general multiple-priced figures, dot-out stamp.
6. A special spot left for the price, top, lid, and label.

INFORMATION SHEET XI-2-5

"Stocking Shelves and Racks"

Correct Answers

Questions

1. 20%
2. Six wheel truck, pallet, skid, grocery cart.
3. Product, brand name, size.
4. Allocation
5. Small number of shelf tag, strip on back of shelf.
6. Merchandise on shelf, merchandise being stocked, shelf tag.
7. Salvage.

TRANSPARENCY MASTERS

These masters are provided to you for use at your discretion. They do not have to be used to implement the curriculum, but we feel you will find them useful.

Cashier Report Form

Store _____ Date _____
Time _____
Employee _____
Reg. No. _____

Change Fund (Bank) _____

Sales (Audit Tape) _____

Gross Total _____

LESS:

Voids	_____	
Refunds	_____	
Paid-Outs	_____	
Credit Sales	_____	
Total		_____

NET CASH REQUIRED _____

Money (Denominations):

Coins		
Pennies	_____	_____
Nickels	_____	_____
Dimes	_____	_____
Quarters	_____	_____
Halves	_____	_____
Currency		
$20	_____	_____
$10	_____	_____
$ 5	_____	_____
$ 1	_____	_____
Checks	_____	_____

TOTAL CASH ON HAND _____

CASH OVER/SHORT (Circle One) _____

(Student Signature)
Cashier's Signature

(Instructor's Signature)
Approved By

CHECKS CASHED

REGISTER NO. _____ DATE _____

NAME _____

CHECK NO.	MAKER	AMOUNT	

SIGNATURE OF CASHIER-CHECKER

_____

CHARGE SALES TICKET

DATE _____ 19 _____

SOLD TO _____

ADDRESS _____

SOLD BY _____

QUANTITY	ITEMS	UNIT PRICE	AMOUNT	
	TAX			
	TOTAL			

CUSTOMER SIGNATURE _____

Insko's Grocery
456 Some Ave.
Anytown, U.S.A.

NAME _____

ADDRESS _____

CITY _____ STATE ____ ZIP _____

DATE _____ 19 _____

CASH ☐ RECEIVED ON ACCOUNT ☐

QUAN.	DESCRIPTION	PRICE	AMOUNT	
		TAX		
		TOTAL		

REC'D BY:

CHANGE FUND RECEIPT

PENNIES ..... $_____.____¢

NICKELS ..... $_____.____¢

DIMES ..... $_____.____¢

QUARTERS ..... $_____.____¢

HALVES ..... $_____.____¢

COINS TOTAL $_____.____¢

$1.00 ..... $_____.

5.00 ..... $_____.

10.00 ..... $_____.

20.00 ..... $_____.

50.00 ..... $_____.

_____ _____.

_____ _____.

CURRENCY TOTAL $_____.

COINS & CURRENCY TOTAL $_____ ___¢

DATE _____

REGISTER NO _____

CASHIER CHECKER'S SIGNATURE

_____

TELEPHONE MESSAGE

FOR _____

DATE _____ TIME _____ A.M. P.M.

WHILE YOU WERE AWAY

_____

OF _____

PHONE No _____

PLEASE RETURN CALL _____

WILL CALL AGAIN _____

MESSAGE _____

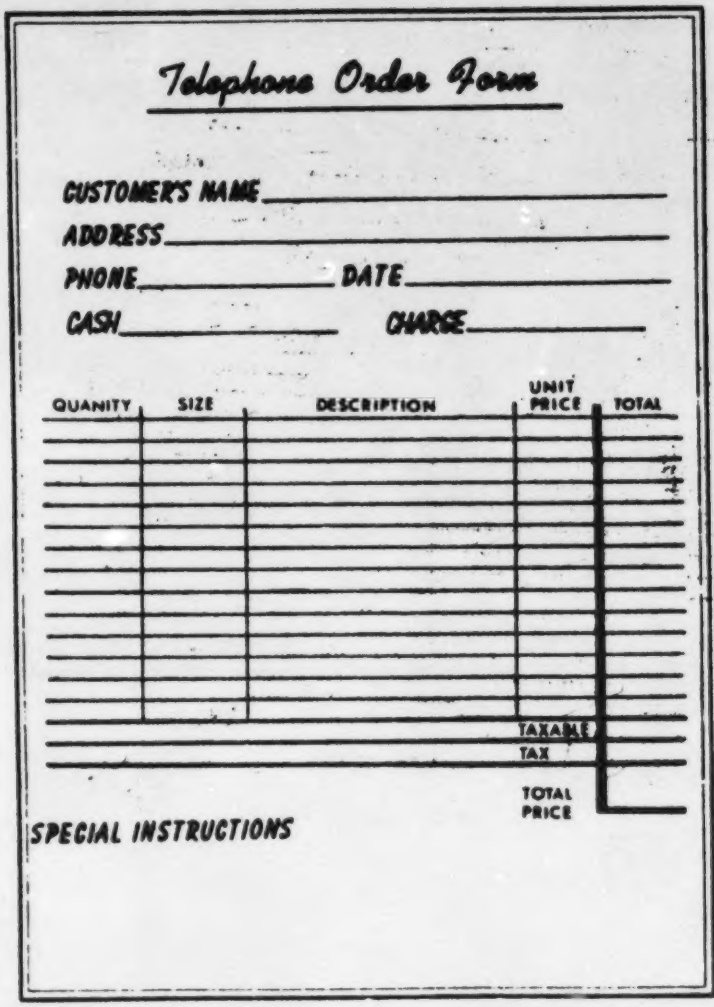
_____

_____

_____

_____

SIGNED _____



Telephone Order Form

CUSTOMER'S NAME _____

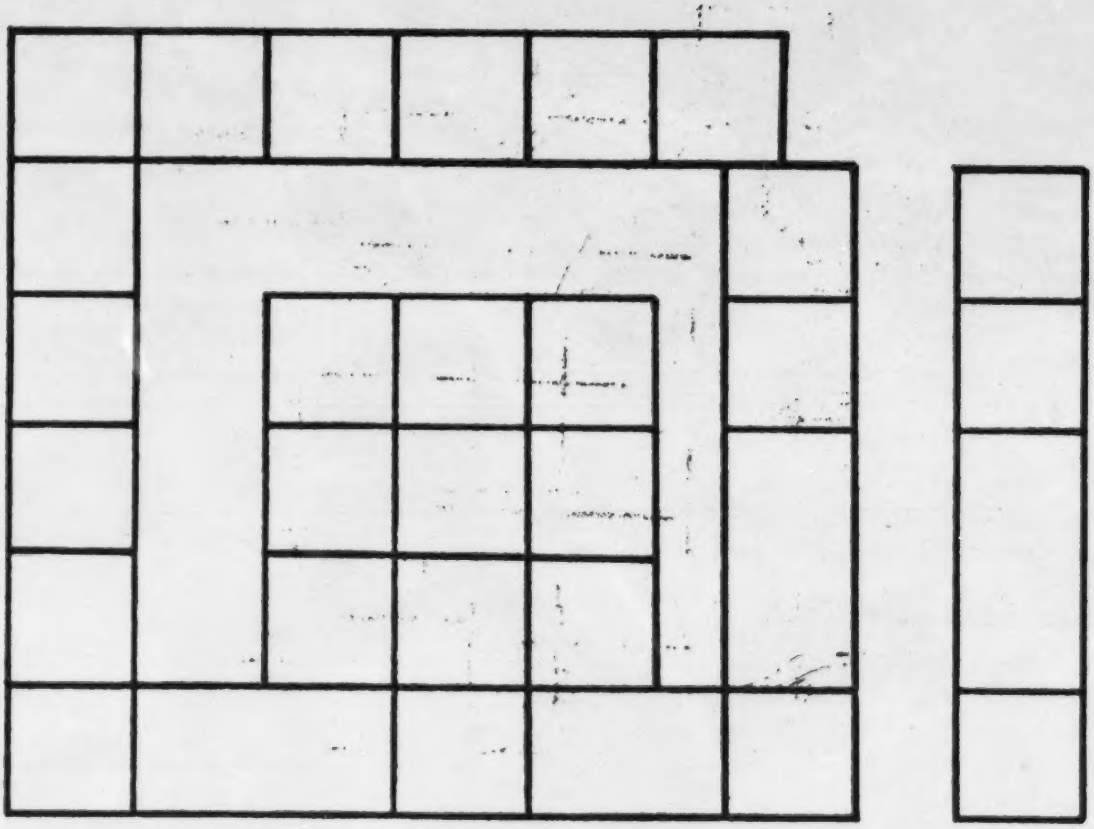
ADDRESS _____

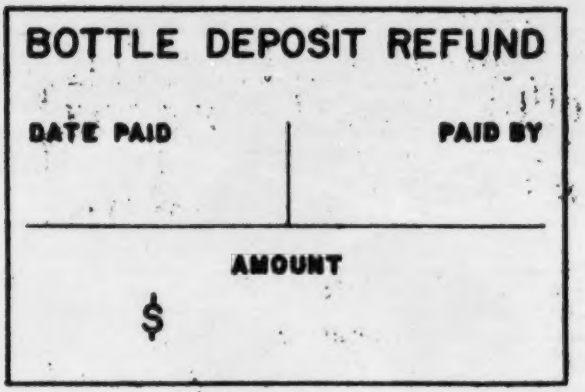
PHONE _____ DATE _____

CASH _____ CHARGE _____

QUANITY	SIZE	DESCRIPTION	UNIT PRICE	TOTAL
			TAXABLE	
			TAX	
			TOTAL PRICE	

SPECIAL INSTRUCTIONS




BOTTLE DEPOSIT REFUND
DATE PAID
PAID BY
AMOUNT
$

MERCHANDISE CASH REFUND

DATE PAID	PAID BY

APPROVED BY

STORE MANAGER _____

MARKET MANAGER _____

MEAT MANAGER _____

PRODUCE MANAGER _____

DAIRY MANAGER _____

DEPARTMENT	AMOUNT
DAIRY _____	
GROCERIES _____	PRICE _____
PRODUCE _____	TAX _____
MARKET _____	TOTAL _____
MEAT _____	
DELI _____	

CUSTOMER'S SIGNATURE _____

ADDRESS _____

CITY & STATE _____

CREDIT SUMMARY FORM

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

9 _____

10 _____

11 _____

12 _____

13 _____

14 _____

15 _____

DATE _____

CASHIER–CHECKER _____

REGISTER NO. _____

PAID-OUT FORM

NAME _____

COMPANY _____

ADDRESS _____

DATE _____

AMOUNT _____

REASON: _____

_____

_____

_____

_____

_____

CASHIER'S SIGNATURE

CHARGE FORM

NAME _____

ADDRESS _____

DATE _____

ACCOUNT NO. _____

AMOUNT OF PAYMENT

_____

_____

_____

_____

_____

CASHIER'S SIGNATURE

ACCOUNTS-RECEIVABLE FORM

NAME _____

ADDRESS _____

DATE _____

ACCOUNT NO. _____ _____

AMOUNT OF PAYMENT

_____

_____

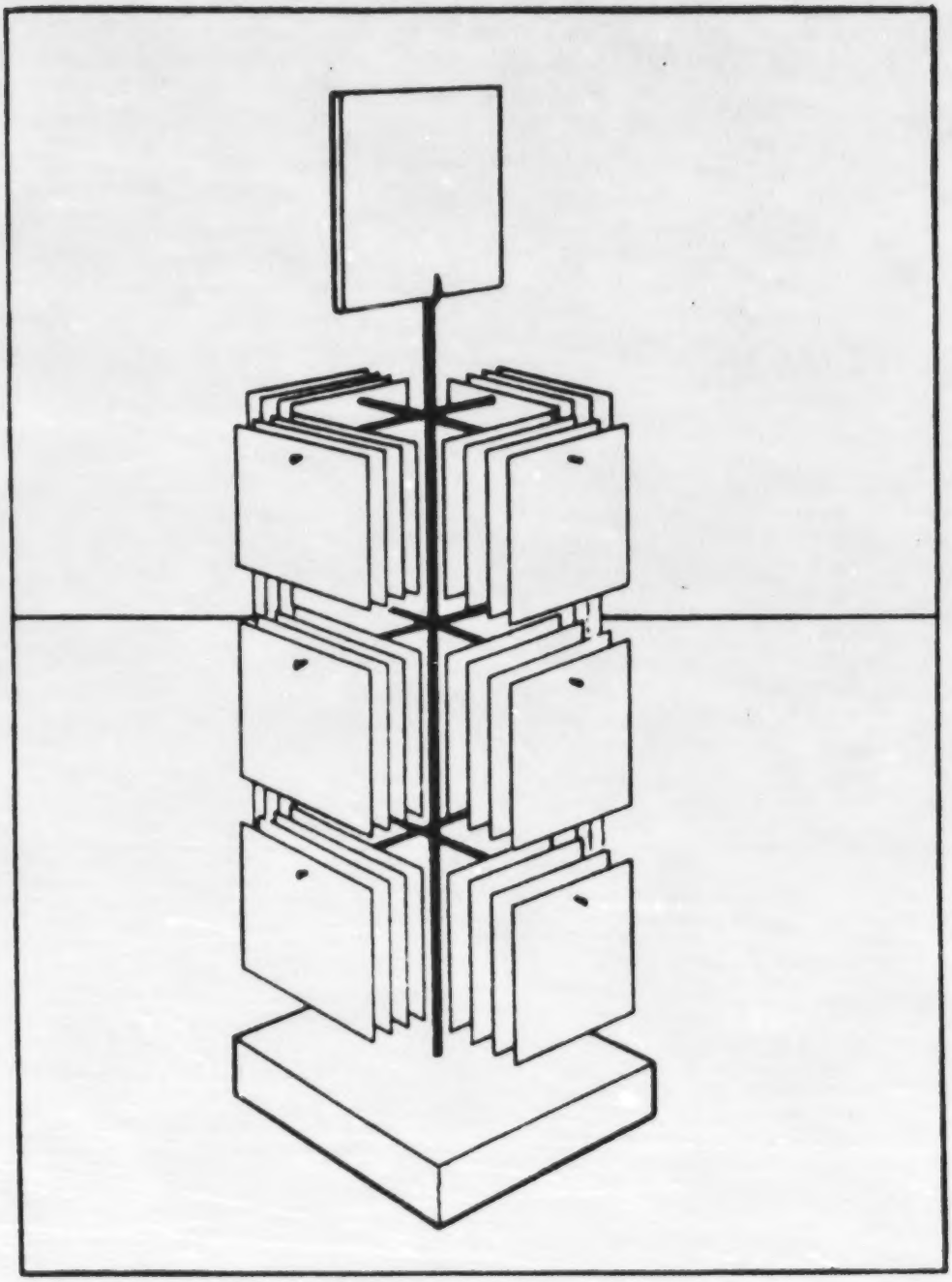
_____

_____

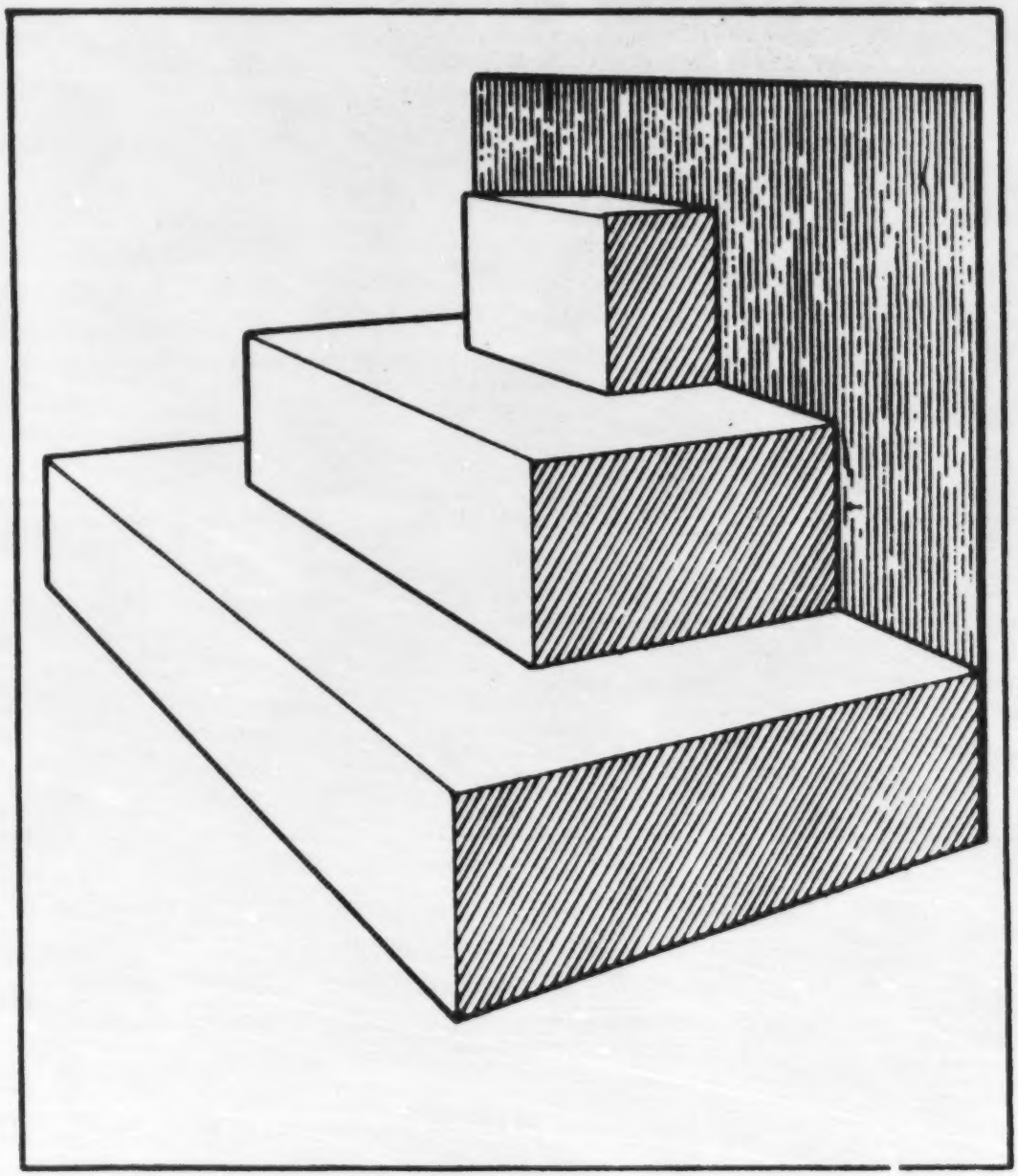
_____

CASHIER'S SIGNATURE

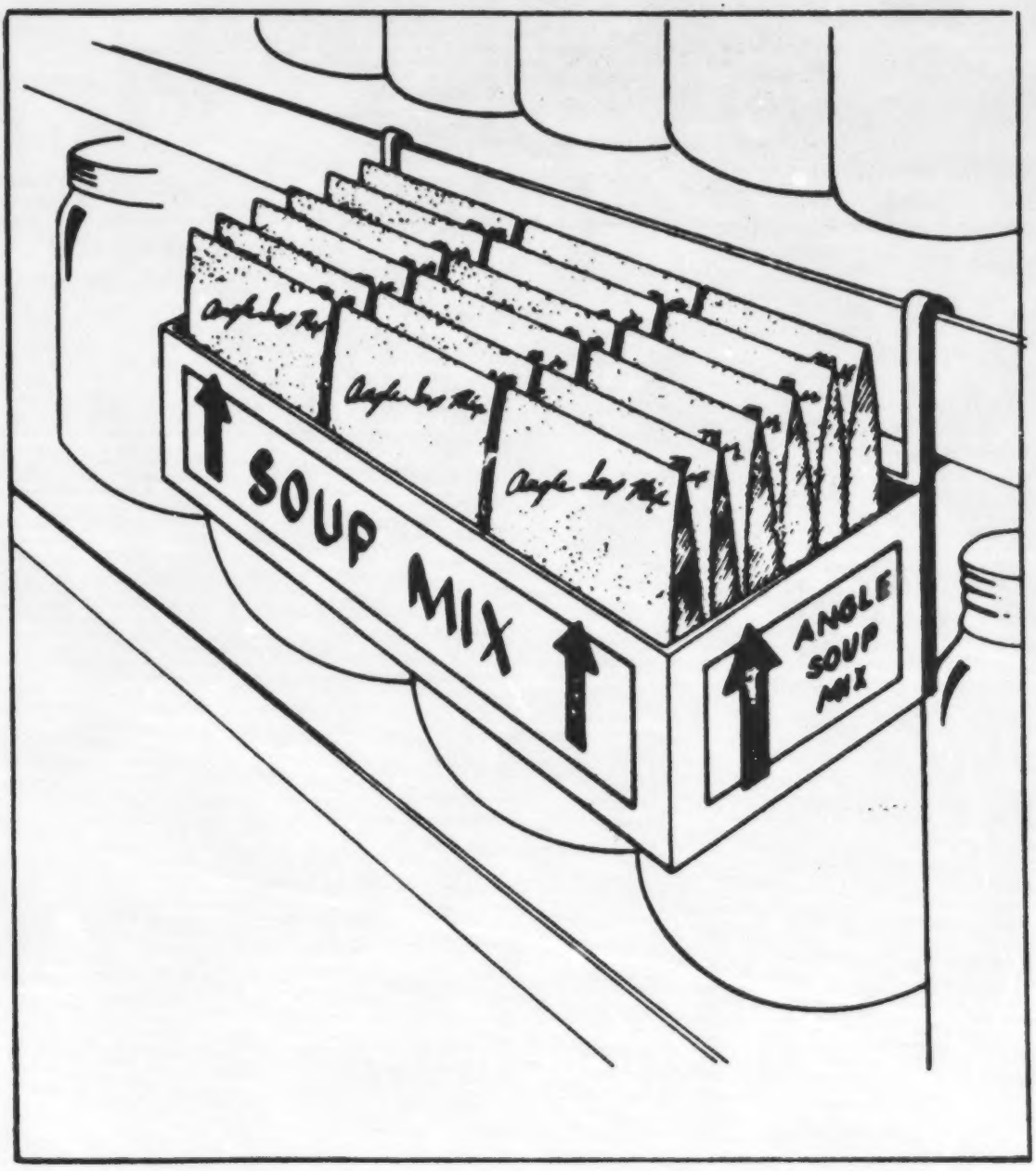
REVOLVING DISPLAY



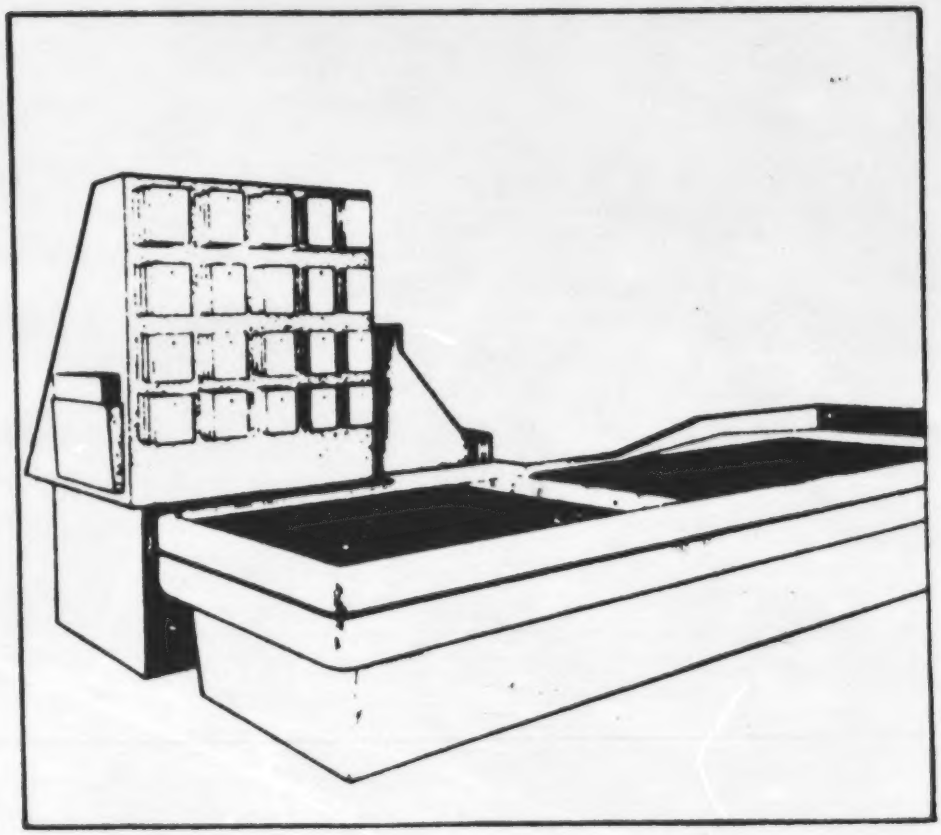
STEP DISPLAY



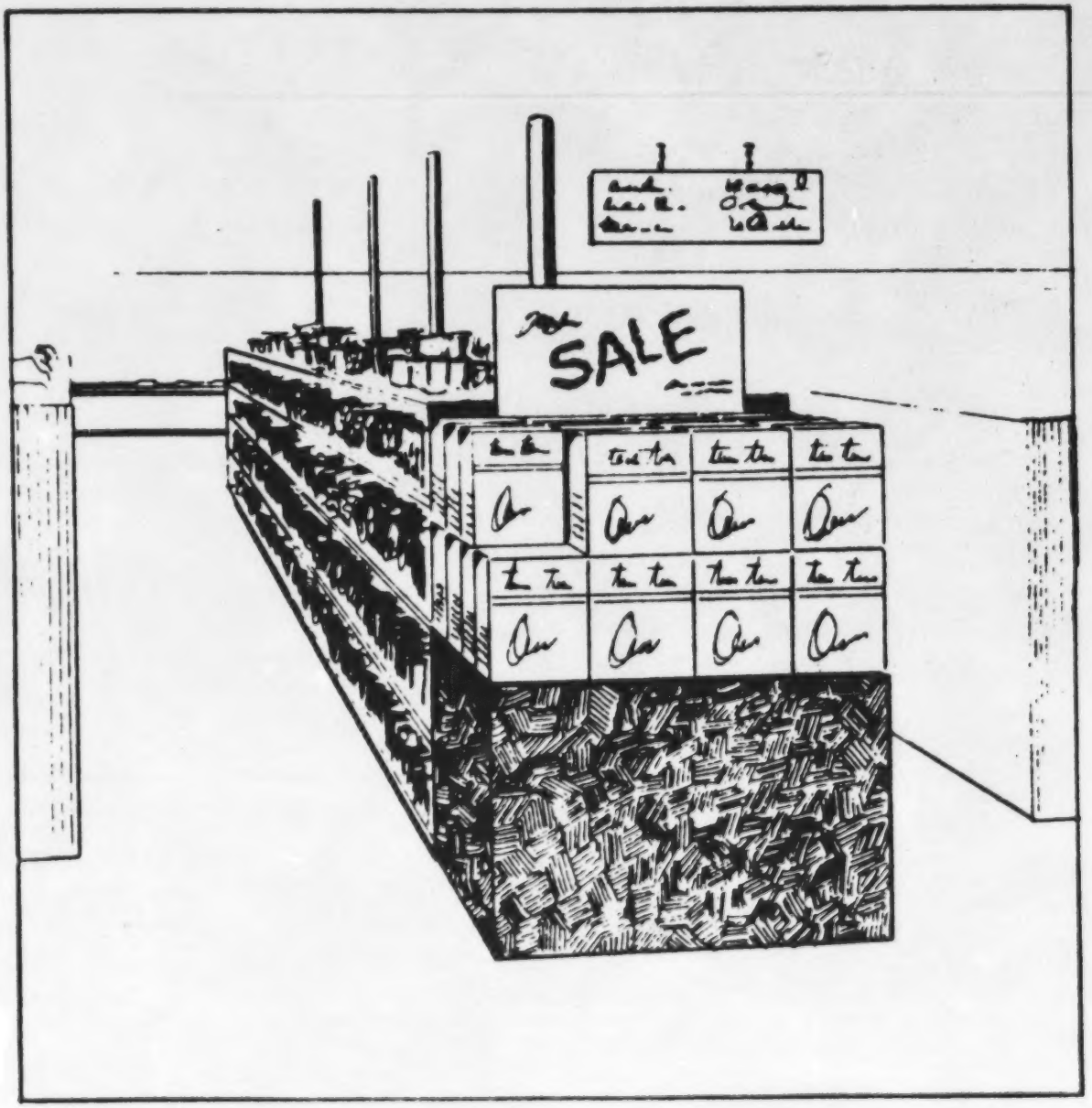
SHELF EXTENDER



COUNTER DISPLAY



END-OF-AISLE DISPLAY



SHIPPERS DISPLAY